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ABSTRACT

Prepared for distribution to participants in the Pennsylvania Governor's Forums on Library and Information Services, this booklet contains the following items: letters of welcome from Governor Robert Casey and Barbara Bruno, Chair of the Steering Committee; an agenda; and descriptions of Pennsylvania's libraries, its statewide library service, and the names of library networks in Pennsylvania. Summaries of six conference papers and lists of related discussion issues are also provided: (1) "Building Library Resources for a Free Society" (Virginia M. Crowe) (2) "Creating a Literate Society Using Library Resources" (Kathryn Stephanoff); (3) "Increasing Productivity Through Information Technology" (Toni Carbo Bearman); (4) "Pennsylvania Citizens: Their Needs and Expectations" (Bernard Vavrek); (5) "Pennsylvania's Libraries: The Problems and Promises. Facilities, Materials, Personnel" (H. E. Broadbent III and Virginia Crowe); and (6) "Pennsylvania's Libraries: The Problems and Promises. Funding of Library and Information Services" (Toni Carbo Bearman and H. E. Broadbent III). The booklet concludes with a short list of library and information science acronyms and abbreviations and the names of conference planning committee members and other assisting members. It is noted that 14 Governor's Forums were held in 1990 to gather local input on the issues of concern to library and information users in the various regions of the state. This input was sent to the Governor's Conference, which, in turn, provided input for delegates to the White House Conference on Library and Information Services in July 1991. (MAB)

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GOVERNOR'S FORUMS ON LIBRARY AND INFORMATION SERVICES MAY, 1990

GOVERNOR'S CONFERENCE ON LIBRARY AND INFORMATION SERVICES

Pennsylvania: America's Libraries Start Here

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Governor's Conference on Library and Information Services

April 1990

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COMMONWEALTH OF PENNSYLVANIA
OFFICE OF THE GOVERNOR
HARRISBURG

THE GOVERNOR

May 1990

Dear Forum Participant:

My wife, Ellen, who chairs the Governor's Conference on Library and Information Services, and I welcome you to the Governor's Forum.

Libraries are the keystone of a literate society and the democratic system, providing access to a boundless world of information and knowledge. This Forum is intended to reassess programs and user services in libraries across the Commonwealth. It will enable us to promote greater library use for the 1990s and beyond.

This is your opportunity to express what you need and expect from your local library. It is the time to identify issues of importance and present new ideas.

Your participation in this Forum assures that the future growth of libraries will reflect the needs and desires of our communities.

Sincerely,

Robert P. Casey
Governor

GOVERNOR'S CONFERENCE ON LIBRARY AND INFORMATION SERVICES

May, 1990

Dear Forum Participant:

Thank you for being a part of this effort to gather local input on the issues of concern to library and information users in your community. The Governor's Forum in your region is the first step on the road to the Second White House Conference on Library and Information Services.

Priorities and suggestions from the fourteen Governor's Forums will be sent to the three hundred delegates to the Governor's Conference. The Resolutions Committee will also be using the reports from the Forums in preparing the resolutions for consideration by the Conference when it convenes September 13 - 15, 1990.

As a Forum participant, you will receive a report on the Governor's Conference as well as a summary of the fourteen Forums. And when you read about the White House Conference in July, 1991, you will know that you played an important role in the preparation process.

Sincerely yours,

Barbara Bruno

Barbara Bruno, Chair
Steering Committee

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GOVERNOR'S FORUMS ON LIBRARY AND INFORMATION SERVICES

Discussion Guide

Part I of Videotape Presentation

Welcome from Mrs. Casey
Overview of Governor's and White House Conferences and Introduction of White House Conference Topics

1st Roundtable Discussion - National Topics

A. Building Library Resources for a Free Society
B. Creating a Literate Society Using Library Resources
C. Increasing Productivity through Information Technology

Facilitated Report of Issues from Roundtables

BREAK

Part II of Videotape Presentation - PA Topics

Roundtable Discussions on PA Topics

A. PA's Citizens: Their Information Needs & Expectations
B. PA's Libraries: The Promises & the Problems Facilities, Materials, Personnel
C. PA's Libraries: The Promises & the Problems Funding of Library & Information Services

Facilitated Report of Issues from Roundtables

Setting of Priorities and Wrap-up

PENNSYLVANIA'S LIBRARIES

"Knowledge will forever govern ignorance, and a people who mean to be their own governors must arm themselves with the power which knowledge gives."

- James Madison

"Knowledge, not renewed, quickly becomes ignorance."

- Peter Drucker

Pennsylvania has 6,550 libraries which can be divided into four categories: public, school, academic, and special.

The 700 public libraries hold 24 million volumes and serve the needs of their communities by providing such services as books for relaxation, children's story hours, business services, and outreach for the aged, blind, and physically handicapped. One-third of the public libraries are located in communities of less than 10,000 people. They range in size from small libraries with 6,000 volumes to the fifty branches and five million volumes in the Free Library of Philadelphia. Money to fund public libraries comes from local, state, and federal funds as well as private trusts and endowments. Public libraries are governed by boards of trustees who are leaders in their local communities.

The 501 school districts contain 3,000 school libraries in public schools. There are another 2,000 school libraries in private and parochial schools. The mission of the school library is to support teaching and the curriculum of the school. School librarians place a high priority on teaching analytical skills in using library resources so students can learn to evaluate the information on which they base decisions. School librarians report to the principal who is under the jurisdiction of the superintendent and the school board. These officials determine school library funding.

The 250 college and university libraries employ over 4,000 staff and have more than 35 million items in their collections. These libraries support the curricula and research roles of their parent institutions. The directors of many academic libraries have the rank of dean and librarians often have faculty status. The funding of college and university libraries is determined by the administration of the institution.

Special libraries serve specific clienteles and are governed by the parent organization or the association to which the members belong. Over 600 special libraries in Pennsylvania are funded by private or public bodies. The use of a special library is sometimes limited to specific clients. Medical, newspaper, law, art museum, and institutional libraries in prisons and state hospitals illustrate the diversity of special libraries.

Libraries of all types are members of networks or cooperatives with a wide range of activities such as reciprocal borrowing agreements and joint programs in collection development and preservation. Public libraries are organized into library districts and library systems. Intermediate units, particularly instructional media services, facilitate the work of school libraries. Academic libraries often cluster in regional associations. Special libraries may unite in strong cooperatives based on similarity. The Music Library Association of Pennsylvania is an example.

Libraries play a significant role in the history of the Commonwealth. Benjamin Franklin, who founded the first subscription library in Philadelphia, Andrew Carnegie, who provided the money for the construction of many public libraries, and the thousands of men and women dedicated to library service are the legacy of the Commonwealth. They believed a free people were an informed people and a free society needed strong libraries to overcome ignorance and renew knowledge.

STATEWIDE LIBRARY SERVICE

The Library Code is the basis for library service in the Commonwealth. Both the legislature and the governor help determine the climate within which library service is developed. The Library Code establishes statutory authority for the State Librarian and the statewide system of library services. It also establishes a twelve member Governor's Advisory Council of citizens and librarians. This council advises and makes recommendations to the Governor, the Secretary of Education, and the State Librarian. Section 22 of the Pennsylvania Code provides regulations and policies for libraries and library services.

Important in the improvement of libraries in the Commonwealth are:

Council of Pennsylvania Library Networks (CPLN)
Representatives for 22 networks work together to improve library cooperation and strengthen resource sharing.

Pennsylvania Library Association (PLA)
This association of 2,000 librarians provides opportunities for professional growth and leadership development and conducts activities.

Pennsylvania School Librarians Association (PSLA)
This association of 2,000 school librarians fosters reading, information, literacy, and strong school libraries in elementary, middle, and high schools.

Pennsylvania Association for Educational Communications and Technology (PAECT)
This association of 350 school library and media specialists promotes the use of information technology to increase learning.

Pennsylvania Citizens for Better Libraries (PCBL)
This association of 1,000 citizens and friends of libraries advocates political support for library services.

ACCESS PENNSYLVANIA expands library service to the residents of the Commonwealth. One part of this multi-faceted program is the statewide library card system which enables users to check out books from and return books to any participating library in the state.

ACCESS PENNSYLVANIA is also a data base showing the materials held in 248 school libraries, 144 public libraries, 19 academic libraries and 6 special libraries. Currently on a compact laser disk, this data base is produced by Brodart, a Pennsylvania company.

Interlibrary loan provides users with materials not held in a local library. Two methods of delivery are telefax and the Interlibrary Delivery Service, a membership corporation using United Parcel Service.

OCLC is the acronym for a national data base of books, serials, maps, and non-print items. OCLC enables one library to determine if another library owns a particular item and includes information for 250 Pennsylvania libraries. The Philadelphia Library Network (PALINET) in the eastern part of the state and the Pittsburgh Regional Library Center (PRLC) in the western part of the state are the regional network affiliates of OCLC in Pennsylvania and also play a broad role in the development of library services.

Building Library Resources for a Free Society

Overview of Conference Paper Written by

Virginia M. Crowe
Shippensburg University

American democracy is based on the belief that an educated society can govern itself. This belief reinforces the importance of libraries in a democratic society.

Pennsylvania's libraries range from some of the nation's most prestigious with extensive collections, to tiny rural libraries with meager collections and minimal services. A concern of the library community is to focus public attention on the value of libraries and the necessity for understanding the role of information services in a technological society. Today's society demands skilled people who are literate and trained to operate sophisticated systems. Economic development and national security depend on gaining and using information to compete with other nations and assure continued growth.

Access to information in libraries is one of the building blocks of a free society. Significant progress has been made towards providing access to library services to all parts of the state through the Access Pennsylvania Statewide Card System and School Library Catalog programs. There are still many people who do not have access to adequate library and information services. More funding must be sought for libraries if the Commonwealth is to provide the resources necessary for ready access to information in a democratic society.

Building Library Resources for a Free Society

Issues for Discussion

1. How can we find ways to increase public awareness and understanding of the essential role that libraries play in our complex world?

2. How can we build an understanding of the role of libraries and information services in economic development and an increasingly technological society?

3. How can we involve more citizens in active support and work for their libraries of all types?

4. How can funding of library and information services be improved to assure that the required information sources are available to every citizen of the Commonwealth?

5. How can we build on our successful programs such as Access Pennsylvania and the School Library Catalog to make sure that more citizens are informed about library services that are available to them?

Creating a Literate Society Using Library Resources

Overview of Conference Paper Written by

Kathryn Stephanoff
Allentown Public Library

Our nation is ill-equipped for the knowledge industry and information economy of the 1990's and beyond because of a work force that is largely untrained with high rates of illiteracy. Libraries, with their human resources and print and non-print materials, can provide a significant contribution to the process of developing adept readers.

Society, to be effective, needs a citizenry that can communicate with one another. It also needs a sense of community built on some common values, common concerns, and interests, while maintaining the tolerance of diversity that marks a democracy. Libraries, by helping individuals reach their full potential, enable willing and achieving individuals to reach their own and our national objectives.

Those who use libraries and work in them or for them have an imperative to see and understand the costs and benefits of library service, to help secure funds to implement them, and to help create opportunities to spread the benefits to all.

Creating a Literate Society Using Library Resources

Issues for Discussion

1. What is the impact of our country's declining literacy on the quality of life?

2. What courses of action might be taken to reach the non-reader?

3. What can users, trustees and friends of libraries do to promote use of libraries?

4. How can use of library services be translated into financial support?

5. Networks of cooperation are common among libraries. What are the possibilities for cooperation that are lacking? How might these be implemented?

6. Is illiteracy an inevitable result in a democracy which places individual freedom over the common weal?

Increasing Productivity Through Information Technology

Overview of Conference Paper Written by

Toni Carbo Bearman
University of Pittsburgh

Productivity implies bearing or yielding abundantly, whether the product is a good or service, a work of art, or the life of an individual. It is important to think of productivity, not only in terms of economic gains (such as producing more widgets more rapidly), but also in terms of quality, such as leading a more productive life. Information technology contributes to improving economic productivity, and it also contributes to enhancing the quality of life for people of all ages.

The challenges of increasing productivity through information technology are great, and meeting these challenges will require strong partnerships among libraries and information centers, educational institutions, public sector agencies, private industry, and individual citizens. Steps to increase productivity include: 1) identifying the extent of use of information technology and the changing needs for applying information technology to library and information services; 2) determining how best to apply the technology and provide new services needed; 3) educating current and future library and information professionals and individual citizens to be information literate; and 4) improving communication and work skills.

The appropriate application of technology, coupled with the ability to find and use information effectively, can improve productivity. We must remember that the technology, however exciting and attractive, is a means to an end, but not an end in itself. The goal is to provide access to information services needed by people, whether to improve productivity in the workplace or to enhance their lives. As we create our vision to build resources to foster literacy, democracy, productivity, and improve services for information users, we must build into this vision a productive society for all individuals.

Increasing Productivity Through Information Technology

Issues for Discussion

1. What information do we need about the use of information technology in Pennsylvania libraries and how can we get it and keep it current?

2. How will the delivery of information directly to homes, offices, businesses, colleges, universities, and other organizations affect library and information services?

3. How can we most effectively use information technology and increased access to information to improve productivity, including enhanced lifelong learning, for all citizens of Pennsylvania?

4. Who should pay for value-added services provided by libraries and information centers?

5. How can we most effectively educate all Pennsylvania to apply information technology to improve productivity in their work and to help them remain productive citizens throughout their lives?

Pennsylvania Citizens: Their Needs and Expectations

Overview of Conference Paper Written by

Bernard Vavrek
Clarion University

The Commonwealth is a place of exciting contrasts and changes. Its people are its strength. Its cities, towns, and townships, its framework. Its beauty is its hope. Key trends and issues will face Pennsylvanians as they utilize the state's informational resources. To provide a framework for interpreting these matters, one must consider some of the demographic factors influencing change.

The population continues to get older. At the present time the median age in Pennsylvania is 34.4 years. Pennsylvania is the fourth oldest state in the United States, and getting older. Sixteen percent (1,910,400) of the people now live in nonmetropolitan counties as compared with 20% in 1970.

Educational attainment is increasing but there is still a gap between the "country and the city." For example, 22% of men living in metropolitan areas have completed college compared with 13% in nonmetropolitan places. Women are more likely to complete high school regardless of where they live. Women play a significant role in maintaining the labor force in Pennsylvania both by numbers and type of job. Presently, women represent about 50% of the labor force.

Sixty-seven percent of nonmetropolitan households are the traditional family type compared to 58% in metropolitan areas. Female headed families are most often likely to be poor, with 30% of them having income ($15,680) below the poverty level.

Pennsylvania Citizens: Their Needs and Expectations

Issues for Discussion

1. How can library and information services be improved to meet the expectations of citizens who are accustomed to such things as automatic teller machines, pizza delivered in 30 minutes, and ten minute oil changes?

2. How can libraries help the people of Pennsylvania sort through the preponderance of information in today's society to find what is essential for their needs?

3. How can libraries in small and rural communities keep pace with collections and resources that will meet the expectations of their clientele?

4. How can libraries meet the needs of multiple publics while still trying to service their own clientele?

5. How can we best gain the support of our clientele, particularly women who represent the largest group of users, to become a more knowledgeable lobbying force for libraries?

Pennsylvania's Libraries: The Problems and Promises

Facilities, Materials, Personnel

Overview of Conference Papers Written by

H. E. Broadbent, III
Pittsburgh Regional Library Center

Virginia Crowe
Shippensburg University

Pennsylvania has a long tradition of excellence in library collections and service. This provides a strong foundation upon which to build for the future. At the dawn of the information age, the library should be serving as the gateway and gatekeeper to information from a multiplicity of sources and linked through regional, state and commercial networks.

To fulfill these promises, the structures of the Commonwealth's libraries--the information highways and bridges--need updating. To achieve the competitive advantages of an informed citizenry, several issues must be addressed. These issues are: (1) library buildings, both size and functional quality; (2) recruitment of trained personnel with salary equity as a special concern; (3) collection development decisions, e.g., print, non-print and electronic formats; (4) preservation of valuable and irreplaceable materials; (5) standards and measures of accountability that foster library development and local control; and (6) incentives for resource sharing. Each of these issues, which are applicable to all types of libraries, must be explored and concrete measures taken to provide solutions so that we succeed in a world increasingly dependent on information sources.

Pennsylvania's Libraries: The Problems and Promises

Facilities, Materials, Personnel

Issues for Discussion

1. Many library buildings in the state are not adequate either for newer formats which require electronic technology or for increasingly larger numbers of books and users. How can we find the support necessary to add to existing buildings or to modernize outdated facilities?

2. As electronic formats become more numerous and easier to use, how will we make wise decisions on collection development? Are we moving closer to the "electronic library" that we really want to be? How can incentives be provided for resource sharing among all types of libraries?

3. Preservation is a top priority for many Pennsylvania libraries. The costs are enormous but the loss of valuable archival materials is unthinkable. What steps can be taken to ensure that future generations will have access to these materials?

4. Salary equity is a key to adequate staffing in all types of libraries, but particularly in public libraries. How can we provide adequate salaries to recruit and retain highly skilled personnel?

5. How can we develop and maintain standards and measures of accountability which foster library development while retaining local control?

Pennsylvania's Libraries: The Problems and Promises

Funding of Library and Information Services

Overview of Conference Papers Written by

Toni Carbo Bearman
University of Pittsburgh

H. E. Broadbent III
Pittsburgh Regional Library Center

The Commonwealth has a vested interest in the quality of life and the competitive advantages of an educated citizenry which has access to services and information. To achieve these advantages, libraries require more adequate and assured funding, a better balance of state and local funding, and financial incentives for both resource sharing and collection development. As with public education, it is reasonable to expect the State to provide some financial resources; however, it is essential that State funding provide incentives for increased local funding and accountability.

The expectations of users are changing as many of them become more familiar with microcomputers and other technology and as they realize that sophisticated services are available in some libraries. To meet these higher expectations may require new and different services. These new services will require additional financial resources, raising the important issue of how we will pay for these services.

Pennsylvania's Libraries: The Problems and Promises

Funding of Library and Information Services

Issues for Discussion

1. How can we achieve more adequate and assured funding for all types of libraries?

2. How can we gain a better balance of state and local funding for library and information services?

3. What incentives can be provided to local governments or administrative bodies to provide additional funds for new library programs as well as monies to maintain present services?

4. How can financial resources be found to provide adequate facilities and personnel for library services?

5. How can financial resources be found to pay for sharing and delivery of resources among all types of libraries?

A Short List of Acronyms and Abbreviations
Library and Information Services

ALA	American Library Association
ASIS	American Society for Information Science
CD-ROM	Compact Disc - Read Only Memory (also known as laser disc)
CPLN	Council of PA Library Networks
DLC	District Library Center
GAC/FAC	Advisory Council on Library Development (Governor's)
IDS	Interlibrary Delivery Service of PA
LIN-TEL	Linking Information Needs: Technology, Education, Libraries
LSCA	Library Services and Construction Act
NCLIS	National Commission of Libraries and Information Science
OCLC	Online Computer Library Center
PACU	PA Association of Colleges and Universities
PAECT	PA Association for Educational Communications and Technology
PALINET	Philadelphia Area Library Network (provides OCLC and other services in Eastern PA and adjoining states)
PCBL	PA Citizens for Better Libraries
PLA	PA Library Association
PREPnet	PA Research and Economic Partnership Network
PRLC	Pittsburgh Regional Library Center (provides OCLC and other services in Western PA and adjoining states)
PSEA	PA State Education Association
PSLA	PA School Librarians Association
SLA	Special Libraries Association
WHCLIST	White House Conference on Library and Information Services Taskforce

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